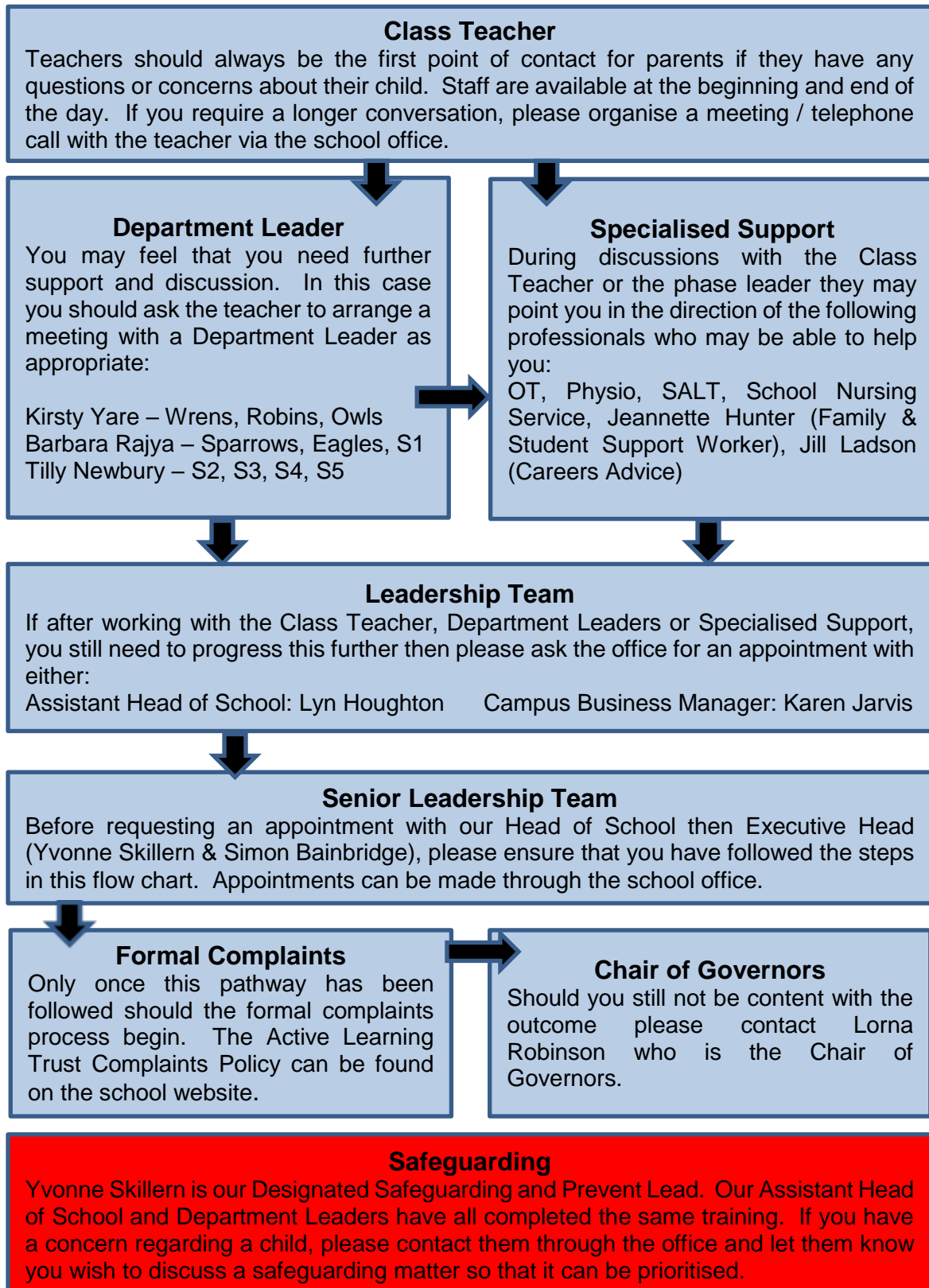




**Highfield Littleport Academy Communication Protocol**  
**March 2022**

At Highfield Littleport Academy we recognise the importance of clear and effective communication with all stakeholders. We are committed to being both transparent and accessible to all whilst maintaining confidentiality, discretion and conforming to GDPR. We place great value on our communication with the parents and carers of each of our children. The office team will be able to help you with general queries but for child specific queries we would ask you to follow the pathway outlined below:





**HIGHFIELD LITTLEPORT ACADEMY**

*An Active Learning Trust School*

## **Communication with Parents / Carers**

**E-mail:** Please email any enquiries you may have to [office@highfieldlittleport.org](mailto:office@highfieldlittleport.org) who will forward them to the relevant member of staff. We aim **to respond to emails within 2 working days.**

**Class Dojo & Evidence for Learning:** These are used for communication between the class teacher and home. Please speak to the office if you do not have access to these. Class Dojo is used as a communication tool whereas Evidence for Learning gives up to date information with regards to your child's learning and progress. These messages will only be monitored within the school day, immediately before school and for a short time afterwards. Staff are not expected to respond to messages out of school hours.

**Phone:** Teachers will not be interrupted during lesson time unless this does not disrupt students learning. Please leave a message with the office team who will pass any messages on. There is an answer phone for busy periods and out of hours messages.

**Social Media Sites / Blogs:** Staff will not communicate with parents via social networking sites or accept them as 'friends'.

Please be prepared to give an outline of the matter you wish to discuss so that we can deal with your query appropriately.

**Please do not expect to receive correspondence from any member of staff outside the hours of 8am and 4.30pm weekdays or on weekends. We aim to respond to all correspondence within 2 working days.**

**We aim in all our communications with parents and carers to be reasonable, listen to and act on issues where we can. We expect parents and carers to communicate with us reasonably as well.**